“To-Be” Gap Analysis
Implementation Steps

1. Gap Identification: Probate Gap Number 2: Single Adjudicating Office

2. Implementation Steps:
    a. Step 1: Consolidate adjudicating functions into The Office of Trust Adjudication
        i. Develop authorities, responsibilities and supervision of two levels of deciding officials for probate adjudication
        ii. Develop regulations for single adjudication office
        iii. Write needed job descriptions
        iv. Determine IT requirements for a single adjudication office
        v. Develop training
        vi. Develop implementation plan for establishing office
        vii. Determine physical location of deciding officials
            1. Perform workload analysis
            2. Determine locations and staffing of deciding officials
            3. Secure office space and obtain supplies, equipment and furnishings
        viii. Deploy implementation plan
        ix. Recruit and hire any needed staff
        x. Provide required training

3. Dependencies on Business Processes:

Business Process Name	Process Name (As specified in “To-Be” Model)	Dependency Description
BRDM		
Predecessors	1. None	
Successors	1. None	
FO		
Predecessors	1. None	
Successors	1. None	
LNRP – Wide Area Plan		
Predecessors	1. None	
Successors	1. None	
LNRP - Appraisals		
Predecessors	1. None	
Successors	1. None	
LNRUM		
Predecessors	1. None	
Successors	1. None	
Ownership – Title		
Predecessors	1. None	
Successors	1. None	
Ownership – Probate		

Business Process Name	**Process Name (As specified in "To-Be" Model)**	**Dependency Description**
Predecessors	1. None	
Successors	1. None	
Ownership - Conveyance		
Predecessors	1. None	
Successors	1. None	
Ownership - Survey		
Predecessors	1. None	
Successors	1. None	

4. Dependencies on Universal Support Functions:

Universal Support Function	Dependency Description
Automated System Requirements	1. Use of the probate system or interactive software tool for probate. 2. Ability to access other federal and state databases at the lowest possible level (research). 3. Interface between the interactive software tool and the probate system if necessary. 4. Interactive software tool automatically updated with any changes to laws/regulations/policies/procedures.
Policies, Procedures and Regulations	1. One set of regulations for the new probate process (death to distribution). 2. National Probate Code. 3. Develop procedures for expedited probates. 4. Develop procedures to use the National Probate Code. 5. Develop procedures for new probate process. 6. Policy regarding use of electronic signatures. 7. Policy regarding use of electronic probate documents.
Training	1. Use of probate system or the interactive software tool for probate. 2. National Probate Code. 3. Single set of regulations for probate. 4. Use of other Federal and state databases and electronic research.
Records Management	1. Storage of electronic records 2. Maintaining uniformity between electronic and hardcopy files
Risk Assessment	1. Risk associated with providing information based on erroneous data in an automated system. 2. Risks associated with maintaining an electronic and hardcopy probate file. 3. Risks associated with expedited probates. 4. Risks associated with inaccurate/untimely ownership information.
Workforce Planning	1. Assessment of the workforce’s current skills/abilities and comparison of what skills/abilities needed for the “To-Be” adjudication process. 2. Assessment of the workload using the “To-Be” adjudication process. 3. Develop any needed job descriptions

Universal Support Function	Dependency Description
Internal Controls / Fiduciary Security	1. Interactive software tool designed to lead the user to ask appropriate questions, gather documents, use appropriate resources to resolve issues and document the results, built in checklist, etc. 2. Design appropriate access and levels of use for the interactive software tool.